

**U.S. DEPARTMENT OF COMMERCE  
U.S. Census Bureau**

**2010 CENSUS  
EMPLOYMENT**

*Assistant Manager for Quality  
Assurance (AMQA)  
Greenville, SC  
28-09-D10-ERB-230*

**Three Steps to Successfully Submit Your Application**

**Step 1: Prepare**

Your application packet must contain the following:

1. A resume or completed Application for Federal Employment (OF612). Make sure that it reflects your professional and/or volunteer experience that is **RELEVANT** to the position for which you are applying. ([Application form OF612.pdf](#))
2. Declaration for Federal Employment Background Questionnaire ([Declaration OF306.pdf](#))
3. In the attached Recruiting Bulletin, there are 3 questions called Evaluation Criteria that you must address. Circle the appropriate letter, which reflects your experience, and write a description of your experience that supports the letter you circled.

**Step 2: Review**

1. Do you meet the experience and qualifications for the position?
2. Did you circle the appropriate letter, which reflects your experience level and answer all evaluation criteria questions?

**Step 3: Submit**

1. Bring your completed application packet with you to your testing site on your scheduled testing day.
2. You must call to schedule your testing appointment by June 12, 2009.

**Charlotte Regional Census Center  
3701 Arco Corporate Drive, Suite 250  
Attn: Human Resources  
Charlotte, NC 28273-7007**



**2010 CENSUS  
U.S. DEPARTMENT OF COMMERCE  
US Census Bureau  
Recruiting Bulletin**

**OPENING DATE: May 19, 2009**

**RECRUITING BULLETIN NO: 28-09-D10-ERB-230  
LOCAL CENSUS OFFICE (LCO): GREENVILLE, SC**

**CLOSING DATE: June 12, 2009**

**POSITION TITLE: Greenville LCO Assistant Manager Quality Assurance (AMQA)**

**PAY RATE: \$ 17.50 per hour**

**NUMBER OF VACANCIES: One (1)**

**EXCEPTED SERVICE APPOINTMENT: Schedule A Appointment, not-to-exceed one year, with the possibility of a one year extension.**

**WHO MAY APPLY: All citizens residing in the following counties of: Greenville and Spartanburg.**

**JOB DUTIES: Assistant Manager for Quality Assurance (AMQA):**

The incumbent works closely with and advises the Assistant Manager for Field Operations and the Local Census Office Manager on compliance with pre-established quality assurance goals and procedures for all field data collection operations in the ELCO/LCO. In the advisory role, works with ELCO/LCO operational reports and materials to monitor the quality of data collection processes, performance, and completed field data collection materials. Meeting regularly with the Assistant Manager for Field Operations and the LCO Manager, the incumbent confirms, changes, and supplements their awareness of quality compliance for field data collection operations. In these meetings, the incumbent reports on the progress of the Quality Assurance operations and identifies and reports quality problems or concerns within the pre-established standards in a clear and timely manner. Suggests remedial action or alternatives to resolve problems. Directly supervises ELCO/LCO office staff that review completed data collection forms, listings, and other hand-filled documents. Has direct supervision of both ELCO/LCO office and field staff that conduct among others, Non-Response Follow-Up, Address Canvassing, and Coverage Follow-Up data collection quality control operations. The incumbent is responsible for accomplishing production and quality goals for the ELCO/LCO office data collection review and field quality control data collection operations under their supervision. In the execution of these duties, the incumbent assures timely completion of assigned tasks and efficient utilization of resources. The incumbent acts as the principal technical advisor on quality assurance aspects of field data collection operations in the ELCO/LCO.

**QUALIFICATIONS and HOW TO APPLY: All applicants MUST:**

- 1) Take a written management test – Applicants must take and pass a written test for LCO management positions. Call the 2010 Census Job Line at 866-861-2010 during the open period of the recruiting bulletin and schedule a testing date and time. The Job Line will prompt you to provide your zip code then you will be connected to a Local Census Office. Be prepared to provide the Recruiting Bulletin Number(s), and position title(s) for the jobs(s) you are seeking.**
- 2) Bring the following completed forms to the testing session for each position for which you are applying. (For example, if you are applying for 2 management positions, you must bring 2 copies of the OF-306, 2 resumes, and 2 copies of the Evaluation Criteria.)**

**A. OF-306 form - Declaration of Federal Employment,**

**B. Your résumé or Optional Application for Federal Employment, the OF-612 form.**

**C. Completed Evaluation Criteria (See next page).** Applicants must have at least the minimum experience in each of the three areas contained in the Evaluation Criteria. Your experience for all three Evaluation Criteria must be at least at the level described as “c” in the attached Evaluation Criteria Statement for the Assistant Manager for Quality Assurance. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria statements in the attachment, select the letter that best describes your experience and defend your selection as instructed. You must have experience in **all** aspects of the work described in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must choose one of the lower levels that you do meet in full.

**D.** Applicants claiming 5-point veteran’s preference must submit a DD-214 to receive preference. Applicants claiming 10-point veteran’s preference **MUST** submit the SF-15, Application for 10-Point Veteran Preference, with the required proof (i.e., statement from the Department of Veterans Affairs) and the latest copy of the DD-214, Certificate of Release or Discharge from Active Duty. Applicants claiming 10-point preference who do not submit the required documentation will receive 5-point Veteran’s preference.

**Bring A, B, C and D (D if applicable) to your testing session.**

**LCO:\_ GREENVILLE, SC**

## EVALUATION CRITERIA STATEMENT FOR Assistant Manager for Quality Assurance (AMQA)

COLUMN A	COLUMN B
<p><b>Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> completing the corresponding information in Column B.</b></p>	<p><b>Applicants are also required to complete the following.</b></p> <ol style="list-style-type: none"> <li>1. Indicate the employer from your attached resume or other application form that verifies the answer you selected. <b><u>AND</u></b></li> <li>2. Write in the space below your experience that supports your answer. In addition to listing your experience, you <b><u>must include</u></b> the employer's name and address, the title of the position, and the dates of employment.</li> </ol>
<p><b>1. Please select the answer that best describes your experience demonstrating the ability to provide direct supervision over employees/ supervisors to accomplish production and quality standards. (<i>Circle the appropriate letter.</i>)</b></p> <p>a. As my primary responsibility, I have experience with <b><u>both</u></b> of the following:</p> <ol style="list-style-type: none"> <li>(i) Managing a staff of 30 or more employees that included at least two levels/tiers of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s); <b><u>and</u></b></li> <li>(ii) Managing a staff to accomplish production and quality standards.</li> </ol> <p>b. As my primary responsibility, I have experience with <b><u>both</u></b> of the following:</p> <ol style="list-style-type: none"> <li>(i) Managing a staff of 15 or more employees that included at least two levels of subordinate management (e.g. I supervised manager(s) who, in turn, supervised other supervisor(s) or team-lead(s); <b><u>and</u></b></li> <li>(ii) Managing a staff to accomplish production and/or quality standards.</li> </ol> <p>c. I have experience with <b><u>both</u></b> of the following:</p> <ol style="list-style-type: none"> <li>(i) Managing at least one level/tier of subordinate management (e.g., I supervised supervisor(s)/team lead(s); <b><u>and</u></b></li> <li>(ii) Managing a staff to accomplish production and/or quality standards.</li> </ol> <p>d. My experience is less than what is described above.</p>	<p><b><i>Response must support answer circled in Column A.</i></b></p> <p><b><i>1. Employer's Name:</i></b> _____</p> <p><b><i>Employer's Address:</i></b> _____</p> <p><b><i>Employer's Phone:</i></b> _____</p> <p><b><i>2. Write description of your experience that supports your answer.</i></b> <b><i>DO NOT STATE "SEE RESUME"</i></b></p> <hr/> <p><i>Additional employers may be listed as needed.</i></p>

Printed Name: \_\_\_\_\_

LCO: \_ GREENVILLE, SC

**EVALUATION CRITERIA STATEMENT FOR  
Assistant Manager for Quality Assurance (AMQA)**

COLUMN A	COLUMN B
<p><b>2. Please select the answer that best describes your experience monitoring the quality of data collection processes, performance, or results. (Circle the appropriate letter.)</b></p> <p>a. As a routine and critical component of my position, I was responsible for assuring the quality of quantitative data from work-units outside of my own staff as well as my own work unit. This responsibility included the review of <b>data</b> from a corporate / organizational perspective and from reports provided by various sources from within my organization. I identified data variance from standards, made recommendations to management, and implemented required modifications that affected work units outside of my own. Specifically, I analyzed quantitative data that was critical to the performance of other work units as well as my own (including budget or production data), and made recommendations on how to improve the performance quality of different work units.</p> <p>b. As a routine and critical component of my position, I was responsible for assuring the quality of my <b>work-unit's</b> performance and/or quantitative data. This responsibility included analyzing management reports of <b>data</b>, ensuring that my work-unit was within appropriate standards, and implementing changes within my work-unit, if necessary, to meet the organization's expectations, and keep my work unit's performance within tolerable variance. This specifically included the analysis of quantitative/numeric data that was critical to the performance of my work- unit (including budget or production data).</p> <p>c. As a routine and critical component of my position, I was responsible for assuring the quality of work for <b>those I supervised</b>. This specifically included the analysis of <b>either qualitative or quantitative data</b> critical to the performance of my work-unit. For example, I monitored the quality of my employees' performance, edited documents, and/or reviewed work products. This work was primarily limited to my own work-unit and I did not have to analyze organizational data reports for quality assurance.</p> <p>d. My experience is less than what is described above.</p>	<p><i>Response must support answer circled in Column A.</i></p> <p><b>1. Employer's Name:</b> _____</p> <p><b>Employer's Address:</b> _____ _____</p> <p><b>Employer's Phone:</b> _____</p> <p><b>2. Write description of your experience that supports your answer.</b> <b>DO NOT STATE "SEE RESUME"</b></p> <hr/> <div style="height: 150px; border: 1px solid black; margin-top: 10px;"></div>
<i>Additional employers may be listed as needed.</i>	

**LCO:\_ GREENVILLE, SC**

## EVALUATION CRITERIA STATEMENT FOR Assistant Manager for Quality Assurance (AMQA)

COLUMN A	COLUMN B
<p><b>3. Please select the answer that best describes your experience with using data to recognize and correct budget, quality, and production problems.</b> <i>(Circle the appropriate letter.)</i></p> <p>a. I have analyzed budget, quality, and production data in order to identify problems and <b><u>implement</u></b> corrective actions. I have used the information to persuasively communicate technical information and advice to managers.</p> <p>b. I have analyzed budget, quality, and production data in order to identify problems and <b><u>recommended</u></b> corrective actions. I have used the information to persuasively communicate technical information and advice to managers.</p> <p>c. I have experience using management reports to identify problems and have <b><u>recommended or implemented</u></b> corrective and effective action, but the data did <b><u>not</u></b> include budget, quality control, and production data. I have used the information to persuasively communicate technical information and advice to managers.</p> <p>d. My experience is less than what is described above.</p>	<p><i>Response must support answer circled in Column A.</i></p> <p><b>1. Employer's Name:</b> _____</p> <p><b>Employer's Address:</b> _____ _____</p> <p><b>Employer's Phone:</b> _____</p> <p><b>2. Write description of your experience that supports your answer.</b> <b><i>DO NOT STATE "SEE RESUME"</i></b></p> <hr/> <p><i>Additional employers may be listed as needed.</i></p>

**APPLICATION DEADLINE:** Your testing appointment must be scheduled during the open period of the Recruiting Bulletin.

**OTHER INFORMATION:** This is a temporary Full-time position. The incumbent of this position is covered by the mixed-tour employment program. This means that your work schedule may be changed from full-time to part-time, or intermittent to accommodate fluctuating workloads. Payment of relocation expenses IS NOT authorized.

THE U.S. DEPARTMENT OF COMMERCE IS AN  
EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

THIS CENSUS BUREAU DOES NOT DISCRIMINATE IN EMPLOYMENT ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, SEXUAL ORIENTATION, MARITAL STATUS, DISABILITY, AGE, MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.